

## CLAIMS

1. An authoring tool for aiding a builder in the preparation of a call center, comprising:

a graphical workspace upon which to construct a computerized model of the call center;

a first set of computerized tools representing call center components; and

a second set of computerized tools configured to place and to manipulate, selectively, the call center components on the graphical workspace to create the computerized model of the call center.

2. The authoring tool of claim 1 wherein the call center components comprise agent stations, walls, and transports between the agent stations, and wherein the first set of computerized tools displays the call center components as graphical icons on an icon palette.

3. The authoring tool of claim 1 wherein the second set of computerized tools includes tools for copying, moving, and manipulating graphical icons representing call center components.

4. The authoring tool of claim 1, further comprising a saving tool to store the computerized model in a data repository.

5. The authoring tool of claim 1 wherein the computerized model may be stored in a data repository and wherein the authoring tool further comprises an update tool permitting updates to the computerized model to reflect changes in the call center.

6. The authoring tool of claim 1, further comprising a third set of computerized tools for matching call center properties with call center components,

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wherein call center properties include a logical workstation number for an agent workstation within the call center.

7. The authoring tool of claim 1, further comprising a storing tool for storing the computerized model in a data repository in a format suitable for access by a system for monitoring calling activity within the call center.

8. The authoring tool of claim 1 wherein the call center components include a transport between the computerized model and another computerized model and the first set of computerized tools displays the transport as a transport icon, and wherein the authoring tool further comprises a linking tool that provides a pointer that links a first document file containing the computerized model with a second document file containing the another computerized model.

9. The authoring tool of claim 1, further comprising a third set of computerized tools configured to link call center properties with computerized information representing agents assigned to the call center.

10. The authoring tool of claim 1 wherein the authoring tool is configured for access by another program.

11. The authoring tool of claim 1, further comprising a security tool that restricts use of the first set of computerized tools and the second set of computerized tools without a proper authorization.

12. The authoring tool of claim 1, further comprising a searching tool configured to search through a call center database to locate records for agents assigned to the call center.

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13. The authoring tool of claim 1 wherein the authoring tool provides a What-You-See-Is-What-You-Get (WYSIWYG) output based on selected input.

14. The authoring tool of claim 1, further comprising another graphical workspace configured for preparation of another computerized model representing logical characteristics of the call center; wherein the another computerized model may be linked to the computerized model.

15. The authoring tool of claim 1, further comprising a context sensitive help tool.

16. The authoring tool of claim 1 wherein more than one builder may concurrently access the first and second set of computerized tools to create cooperatively the computerized model representing the call center.

17. The authoring tool of claim 1, further comprising a TCP/IP socket for remotely accessing the authoring tool.

18. The authoring tool of claim 1, further comprising a retrieval tool configured to retrieve a prepared computerized model representing a call center and edit the prepared computerized model using the first set of computerized tools and the second set of computerized tools.

19. In a computer system, a method of modeling a call center, comprising the computer-implemented steps of:

displaying a graphical workspace upon which to construct a computerized model of the call center;

providing a first computerized tool set having call center components;

providing a second computerized tool set for manipulating the call center components; and

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receiving instructions for positioning and manipulating the call center components on the graphical workspace to construct the computerized model of the call center.

20. The computer-implemented method of claim 19 wherein the call center components comprise agent stations, walls, and transports between the agent stations, wherein providing the first computerized tool set includes presenting the call center components as graphical icons on an icon palette.

21. The computer-implemented method of claim 19 wherein providing the second computerized tool set includes providing tools for copying, moving, and manipulating graphical icons representing call center components.

22. The computer-implemented method of claim 19, further comprising a step for storing the computerized model in a data repository and a step for allowing updates to the computerized model to reflect changes in the call center.

23. The computer-implemented method of claim 19, further comprising providing a third computerized tool set configured for matching call center properties with call center components, wherein call center properties include a logical workstation number for a workstation within the call center.

24. The computer-implemented method of claim 19 wherein the call center components include a transport that links the computerized model with another computerized model, and wherein the computer-implemented method further comprises the steps of:

receiving the instructions to place a transport between the computerized model and the another computerized model; and

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placing a pointer between a first document file representing the computerized model and a second document file representing the another computerized model.

25. In a computer system, a computer-readable medium holding computer-executable instructions for performing a method for creating a call center, comprising:

displaying a graphical workspace upon which to construct a computerized call center physical model;

generating and displaying a first tool set containing call center components, wherein the call center components include walls and agent cubes; and

generating and displaying a second tool set configured for placement and manipulation of the call center components on the graphical workspace to create the computerized call center physical model.

26. The computer-readable medium of claim 25, further comprising:

displaying another graphical workspace upon which to construct a computerized call center logical model; and

linking the computerized call center physical model to the computerized call center logical model to form the computerized model of the call center,

wherein the first tool set includes logical call center components and the second tool set permits entry of data into the logical call center components.

27. The computer-readable medium of claim 25, further comprising:

performing a data integrity check which examines the computerized call center physical model and call center agent data to determine if the computerized model of the call center is suitable for receiving statistical data pertaining to activity within the call center.

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28. The computer-readable medium of claim 25 wherein the second tool set includes tools for copying, moving, and manipulating graphical icons representing call center components.

29. The computer-readable medium of claim 25 wherein the computerized call center physical model may be stored in a data repository.

30. A method for constructing a call center, comprising:

building a first computerized model representing physical structures in the call center, wherein the first computerized model includes call center components such as agent stations;

building a second computerized model representing logical relationships within the call center, wherein the second computerized model includes identification data for call center agents; and

linking the first and second computerized models together to form a computerized call center model.

31. A method for constructing a computerized model of a structure comprising:

displaying a first graphical workspace upon which to construct a computerized physical model of at least a portion of the structure;

displaying a second graphical workspace upon which to construct a computerized logical model of at least a portion of the structure, wherein the computerized logical model represents logical relationships;

generating and displaying a first tool set containing at least one component of the structure;

generating and displaying a second tool set configured to place and to manipulate the at least one component on the first and second graphical workspaces to construct the computerized physical model of the structure and the computerized logical model of the structure;

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linking the computerized physical model of the structure and the computerized logical model of the structure to form the computerized model; and formatting the computerized model for display.

32. The method of claim 31, further comprising generating and displaying a third tool set configured to perform a data integrity check by comparing the computerized physical model of the structure and the computerized logical model of the structure.

33. The method of claim 31, wherein the computerized logical model represents logical relationships within the structure.

34. The method of claim 31, wherein the structure is a call center.

35. The method of claim 31, wherein at least one of the components of the structure is an agent station.

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